

Practice Information Sheet

Caring for you and your family

The Local Doctor is a General Practice offering a broad range of general health services including preventive health and chronic disease management, Skin Checks, Laser, Anti-ageing and Cosmetic Procedures, along with Women's Health, Shared Care for Pregnancy, Vaccinations, Iron Infusions and minor surgical procedures.

We promote excellence in health by providing comprehensive health care for the patients in our community. We are caring, friendly and thorough.

OPENING HOURS Diamond Creek

Monday to Friday 8am to 6pm

Saturday 9am to 5pm

Sundays: Closed

After Hours Consults: 6pm to 11pm Weeknights

We are closed on public holidays.

OPENING HOURS Ivanhoe

Monday to Friday 9am to 5pm

Saturday 9am to 2pm

Sundays: Closed

After Hours Consults: 6pm to 11pm Weeknights

We are closed on public holidays.

1/1065 Heidelberg Road, Ivanhoe 3079

P: 03 8373 4646 | Fax: 03 8373 4644 | Email: ivanhoe@thelocaldoctor.com.au

13/67 Main Hursbridge Road, Diamond Creek 3089

P: 03 8373 4646 | Fax: 03 8373 4645 | Email: reception@thelocaldoctor.com.au

The Local Doctor Caring Friendly Thorough

APPOINTMENTS

Appointments can be made by:

- Calling 03 8373 4646 during our opening hours;
- Online at any time, visit www.thelocaldoctor.com.au and follow the prompts.

Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor.

Urgent appointments are available if you are ill or injured on the day. Our nurses will speak with you about your needs and organise a suitable appointment for you.

If you or a family member requires an interpreter service we can organise this for you. Please make us aware when booking your appointment. For further information please see the Interpreter Services section below.

Appointment types

Important notes on appointments:

- Please advise our reception staff of the type of appointment you require.
- A deposit needs to be paid at the time of booking a procedure.
- Please ensure you tell your doctor if you are likely to reach the Medicare threshold this calendar year.
- Truck/taxi, insurance and employment medicals cannot be claimed from Medicare.

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Immunisations, Other injections, Ear suctioning, Dressings and Procedures

Please advise reception if you require one of these services as you will also need to be booked in with the nurse, and if an excision is required the treatment room needs to be booked.

Our receptionists will advise you of the deposit required to book a procedure. The deposit secures your booking and is non-refundable. You can transfer your booking to another day or time up to 24 hours before your appointment. Within 24 hours of your booking, if you need to change your appointment day or time, you will lose your deposit and need to pay another one to rebook your appointment.

Skin Checks and Skin Reviews

We have doctors specialising in skin medicine that can conduct a thorough skin check of your moles and sunspots for you. Please advise reception if you want a full skin check or a skin review as our skin room needs to be booked as well. Please see the fees section for an explanation of our fee structure for skin checks/reviews.

A skin check is between 40-60 minutes long. Our nurse is skilled in using our skin mapping machine and makes sure the photos are thorough and accurate. Then, one of our skin doctors goes through each photo with you, identifying moles or spots of concern and discusses your treatment options. You will then be put on our reminder register for a skin review, in which we can monitor moles and spots to assist in identifying skin cancers as early as possible.

A skin review is up to 20 minutes long. Our skin doctors will look through previously identified moles and spots of concern to assess whether they are changing and if those changes need to be treated. This type of appointment can also be used for patients who are only wanting up to 3 moles/skin spots looked at.

A note on our Skin and Laser Room

We have a dedicated skin and laser room. Our receptionists will advise you of the deposit required to book this room. The deposit secures your booking and is non-refundable. You can transfer your booking to another day or time up to 24 hours before your appointment. Within 24 hours of your booking, if you need to change your appointment day or time, you will lose your deposit and need to pay another one to rebook your appointment.

Please see our fees section for a list of prices on our skin and laser services.

Travel vaccinations

Travelling is lots of fun and we want your trip to be a healthy one. Depending on where you are going you may need vaccinations to prevent your holiday being ruined by illness. Please make an appointment at least 6 weeks prior to your departure if

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possible, as this will allow sufficient time for your body to respond well to any vaccinations that you may need.

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Results

It is very important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake. A “normal” result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed.

The only exceptions are pap smear results as we will send you a letter to notify you if your pap smear is normal, or by prior arrangement with your doctor. Please be aware that if you develop abnormal bleeding or discharge in between your routine smear it is extremely important that you see your doctor as pap smears are not 100% accurate, and you may have a problem that needs treatment.

GP Management Plans and Team Care Arrangements

A General Practitioner Management Plan (GPMP) is a written plan to help you manage a chronic and/or complex condition, e.g. diabetes, arthritis, heart disease, osteoporosis, cancer.

As part of your plan, your doctor may identify that you could benefit from the assistance of other Health Care providers. A Team Care Arrangement involves a minimum of two other health care professionals who will provide ongoing services in addition to your doctor, e.g. physiotherapy, dietician, podiatrist.

If you are unsure if you qualify for a plan, please see your doctor. Medicare Australia has restrictions on who can and cannot receive management plans.

Referrals

Medicare does not allow referrals to be backdated, so check with your specialist if your referral is still valid before your appointment. If it's outdated and you want to obtain the higher rebate for your specialist visit *please make an appointment with your doctor before seeing the specialists*.

Scripts

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose. Therefore, if you are on your last repeat please ring and make an appointment so you don't run out of it.

Scripts will not be written without review, except in exceptional circumstances. A fee of \$15 may be charged for scripts and referrals if provided without an appointment.

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Phone Calls (receiving and returning)

Should you wish to speak with your doctor you may leave a message with reception and our staff will relay the message to the doctor and return your call when possible. If the call is regarding a medical condition or a question about scripts or medication, it may be more appropriate to make an appointment to see a doctor.

Electronic Communication

We use fax and ARGUS, a secure messaging system to transmit sensitive information on your behalf to hospitals and specialists. We do not use email as it is an unsecure form of communication.

Reminder System

It is important to keep our records of your current address and details updated, so we may ask you from time to time if the details we have are correct.

We are committed to preventative care and may send you a reminder notice via mail offering you an appointment in relation to preventative healthcare. If you do not want to receive a reminder letter please notify reception staff so that we can take you off the reminder list.

Getting the most out of your appointment

There are a number of things you can do to ensure you get the most out of your appointment:

- Check your scripts prior to coming. Ask your pharmacist if you have any repeat scripts left when you get your scripts filled. So you don't run out of medication before your next appointment, be sure to ring for an appointment when you fill your last repeat.
- Hand a list of your health concerns and any scripts or referrals you need to your doctor at the **start** of the consultation.
- Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a subsequent appointment to properly attend to all your concerns.

PRIVACY POLICY

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request. Please ask reception if you require a copy.

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FEEDBACK IS ALWAYS WELCOME

We strive to provide you with healthcare that is caring, friendly and thorough.

It is important to us that we continually improve the way we deliver our services. To do this well we ask that you provide feedback. We have a suggestion box in the waiting room for your use. You can also speak to your doctor, our reception staff or ask to speak to the Practice Manager.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority.

However, for further advice regarding health service related complaints please contact the Health Quality and Complaints Commission on 07 3120 5999.

Zero Tolerance for Abusive and Unfavorable Behavior

At The Local Doctor, we are committed to providing high-quality care and creating a respectful environment for everyone. We have a zero-tolerance policy for abusive and unfavorable behavior towards our staff.

What We Mean by Abusive and Unfavorable Behavior:

- **Abusive Behavior:** Shouting, swearing, threats, or any form of physical aggression.
- **Unfavorable Behavior:** Persistent rudeness, disrespect, or unreasonable demands.
- **Harassment:** Persistent unwanted behavior or intimidation.
- **Discrimination:** Targeting staff based on race, gender, disability, age, or other protected characteristics.

Our Policy:

1. **Respect:** We ask that all interactions with our staff be respectful and courteous.
2. **Immediate Action:** Any abusive or unfavorable behavior will be addressed immediately. This may include asking you to leave, ending your care with us, or involving authorities if necessary.
3. **Support for Staff:** Our staff members are encouraged to report any abusive or unfavorable behavior. We will support our team and take appropriate action.
4. **Complaints:** If you have concerns or need to report an incident, please contact us at 0383734646 and ask to speak to the Practice Manager.

Thank you for helping us maintain a respectful and safe environment for everyone

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MEET OUR TEAM

We have an experienced range of General Practitioners including a medical team of nurses who provide a wide range of clinical care and support. Our receptionists are friendly and always happy to help you.

Ivanhoe

Our General Practitioners include:

Dr Christopher Irwin (Director)

Dr Grace Ho

Dr Mais Ali

Dr Allen Macbell

Dr Liselle Fernandes

Dr Edward Hinch

Dr Mostafa Khalafalla

Diamond Creek

Dr Christopher Irwin (Director)

Dr Mostafa Khalafalla

Dr Anne Connell

Dr Elena Nefedova

Dr Manan Chadha

Dr Caroline Simpson

Dr Jonathan Tong

Dr Michael Lum

Dr Priya Kalatharan

Dr Creski Gilong

Here at The Local Doctor, we offer a wide range of services including:

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Anti-ageing and cosmetic treatments
Blood pressure management
Children's Immunisations
Circumcision (Diamond Creek)
Vasectomys
Ear suctioning
Electrocardiographs
Iron infusions
Laser treatments (Ivanhoe)
Medical examinations
Mental health consultations
Men's health
On site pathology collection centre
Physiotherapy
Preventative health
Psychology
Shared care for pregnancy (Diamond Creek)
Skin biopsies
Skin checks
Smoking cessation
Spirometry
TAC
Travel vaccinations
Weight management
Women's health – Mirena (Diamond Creek), IUD and Implanon
WorkCover

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FEES

At The Local Doctor we are a private billing practice and payment is required at the time of your consultation. We only bulk bill at the doctor's discretion

Common fees are listed below along with the Medicare rebate and what the out-of-pocket expense is. Our receptionists can process your Medicare rebate at the time of payment on the spot or process it through Medicare automatically into your nominated bank account within 48 hours. You need to register your nominated bank account with Medicare directly. Please ask reception if you need any assistance with this or if you require further information.

We are a no cash clinic, please use your EFTPOS card.

Appointments

General Weekday Appointments	\$ 59.95 GAP
Double standard appointments	\$ 185.00 GAP
General Weekend Appointments	\$ 84.95 GAP
General appointments with Dr Chris Irwin, Dr Mostafa Khalafalla, Dr Anne Connell and Dr Jonathan Tong	\$ 94.95 GAP

Procedures

All procedures require a \$120 deposit at the time of booking

Skin Cancer Check (Weekdays)	\$249.95 GAP
Short Skin Review	\$ 94.95 GAP
Long Skin Review	\$ 219.95 GAP
Antenatal appointment	\$ 94.95 GAP
ADHD	\$118.00 GAP
Cast	\$135.00 GAP
Circumcision	\$450.00 GAP
Cosmetics	varies ²
Cryotherapy or Liquid Nitrogen	\$ 35.00 GAP
Iron Infusion	\$284.95 GAP
Implanon insertion or removal	\$210.00 GAP
Implanon replacement	\$260.00 GAP
IUD/Mirena insertion (Diamond Creek only)	\$325.00 GAP
IUD/Mirena removal (Diamond Creek only)	\$200.00 GAP
IUD/Mirena replacement (Diamond Creek only)	\$375.00 GAP
Laser (Ivanhoe only)	varies
Spirometry procedure (consult is separate)	\$ 124.95 GAP
20 minute non definitive biopsy	\$155.00 GAP ³
40 minute non definitive biopsy	\$255.00 GAP ³
60 minutes non definitive biopsy	\$355.00 GAP ³

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Definitive biopsies	varies ³
Dressing	varies
ECG	\$44.95 GAP

² Please speak to your cosmetic GP for price enquires on cosmetics

³ Please note: There will also be rebate items charged once your histology results are back. You will receive majority of the cost of these items back from Medicare.

Please do not hesitate to ask our helpful staff for clarification.

AFTER HOURS ASSISTANCE

We understand you don't need a doctor just within normal business hours.

The Local Doctor is open 6 days a week and extended hours during the week to offer you help when you need it most.

The Local Doctor offers after hours consults between 6pm-11pm weeknights. You can book this through our "book now" tab.

When we are closed, you can call the afterhours doctor service Doctor Doctor via [13 26 60](tel:132660) to have access to 24 hour care.

FOR EMERGENCIES DIAL 000

Emergency care is available privately at Northpark Private Hospital emergency departments. Public emergency care is available at Austin Hospital and Northern Hospital.

OUR LOCATION

Ivanhoe:

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Diamond Creek:

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INTERPRETER SERVICES

Patients are encouraged to use the free Translating and Interpreting Service. Please let reception know when you book your appointment if you need an interpreter. This free service is available 24 hours a day via telephone on 131 450. Please visit their website for more information: http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/translation_help.htm

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Another free interpreting service is available for patients who are deaf and use Australian sign language (AUSLAN). Phone them on 1800 246 945 or visit their website www.nabs.org.au

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